

OCDAC

“Deaf Moving Onto New Frontiers”

March 4, 2005

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Regarding
CC DOCKET NO. 98-67

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CG DOCKET NO. 03-123

Federal Communications Commission
Office of the Secretary

Orange County Deaf Advocacy Center wishes to commend the California Coalition of Agencies Serving the Deaf and Hard of Hearing for bringing this petition to light and the petition itself has our full unconditional support.

It would be ideal that all video relay service (VRS) providers who give out free software or hardware be interoperable so consumers can choose which provider of VRS to use to make calls.

It has been brought to our attention that a particular provider has had problems providing video relay services upon request and this particular provider forbids the consumer from using any other video relay provider.

One of our clients suffered emotional anguish when he tried to call his mother to request emergency funds and he had to wait 35 minutes for the interpreter to appear on the screen. He could not use a different provider because of the conditions imposed by the videophone equipment provider. This person does not have a computer and is not literate enough to be able to use a text telephone device.

To allow a communication service company to restrict their members to their own carriers would be extremely unfair to many other telecommunications companies especially telephone companies to offer freebies and not restrict telephone customers to their own carriers.

And in this light we are strong supporters of choices and we feel that all VRS providers should embrace the concept of healthy competition and not restrict the choices of their customers.

~~Respectfully submitted,~~

Richard Roehm
Chief Executive Officer

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